

# Committee Member Training 2018



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# Welcome

FREE to all BSI committee members, this programme aims to explain how standardization works nationally in the UK, and how BSI contributes to standardization in Europe and internationally. We hope also that many of the

courses will help you develop skills that you can use elsewhere in your professional life. Please take a look at our course outlines on the following pages, then read our 'frequently asked questions' opposite for further information.

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# Frequently asked questions

## Which courses should I attend?

- We recommend that new committee members attend **A Guide for New Committee Members**.
- Courses particularly relevant for chairs are **Taking the Chair in Standardization and Influencing, Persuading Skills**.
- UK convenors are directed to our advisory service (see page 4) and **How Standards are Written**.

## When is the next course taking place?

You can check to see available dates by checking our website, [www.bsigroup.com/cmtraining](http://www.bsigroup.com/cmtraining) – you'll find all the courses in the programme listed in alphabetical order there. Once all the seats on a session are taken, the date will be marked "Fully subscribed". New dates are added to the website at intervals.

## Where does the training happen?

All courses take place at BSI's office in Chiswick, London. Refreshments and lunch are provided during the day.

## How do I book?

Please email [standards.training@bsigroup.com](mailto:standards.training@bsigroup.com) with the following information:

- the course title you would like to attend
- your preferred attendance date

We will send you an application form on receipt of these details, which you will need to complete and send back to us. Your place is only confirmed when the completed application form is received by us. You will receive joining instructions two weeks prior to the date of the course.

## Why aren't the start and finish times of the courses stated in the brochure?

The latest information about the duration of each course is stated on the application form which will be sent to you when you ask to join. All the sessions begin at 10am but the finish times vary; most are scheduled to finish between 4pm and 5pm. We're sorry we can't be more specific about the finish time but this depends on the volume of questions and the level of participant interaction during the session.

## What are the fees to attend the courses?

There is no charge to attend the courses in this programme if you are registered on BSI's committee management system prior to booking. Please ask us to check if you are unsure if your personal membership of a BSI committee has been accepted. Please note however that there is a cancellation fee for non-attendance once your booking on a course has been approved: attendance cancelled within 28 days of the course taking place will incur a charge of £150 + VAT.

Priority is always given to serving BSI committee members, but from time to time we might be able to accept others on some of the courses. The fee for external delegates to attend is £375.00 + VAT. Fees, where applicable, are charged per person per day.

## Who can I talk to for more information?

Call us on +44 (0)20 8996 7491 or email us at [standards.training@bsigroup.com](mailto:standards.training@bsigroup.com) for further information on our training and other events.

## A Guide for New Committee Members

### Course duration and format

One day.  
Presentations from BSI staff and group exercises.

If you've recently been appointed to a BSI committee, this course has been designed with you in mind. The purpose is to tell you what you need to know about how British national standards are created, and how BSI as a National Standards Body represents the interests of the UK in European and international standardization. This overview is given using a variety of different methods during the day – presentations, written information, group exercises: and BSI staff are on hand so your questions are encouraged!

- A brief history of standardization
- Explaining BS 0 – the standard for standards
- Actions to take and things to be aware of when you join a BSI committee for the first time as a member
- How a national standard is developed – and how the process differs in Europe and internationally
- Introducing the key BSI departments that can help you with your responsibilities
- An overview of the IT systems that support committee work

**NEW**

### Course duration and format

Half day.  
Presentation and 'Question and Answer' session.

## British Standards and the Law

Standards are voluntary in that they are tools devised for the convenience of those who wish to use them. However, that isn't to say that they are exempt from legal considerations: their application is sometimes directly demanded by regulatory instruments or through inclusion in a commercial contract. This course aims to explain BSI's role as the UK's National Standards Body and to clarify the legislative considerations relating to standardization.

- BSI's governance structure and the effect of our Royal Charter
- British, European and international standardization and the law
- The responsibilities of Technical Committees and their members
- Notes on the interpretation of standards, litigation, copyright, patents and confidentiality

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## Understanding European (CEN) Procedures

The course aims to explain CEN procedures for preparing and developing European standards. This course is of benefit to those members who need to understand the CEN development process.

- Understand the CEN system and development process
- Identify key stages in developing standards
- Identify participants
- Identify actions

**Course  
duration and  
format**

One day.  
Presentation,  
case studies  
and discussion.

## Understanding International (ISO) Procedures

This course aims to raise awareness of a best practice approach to developing effectiveness in ISO work.

- Find out what happens if CEN want to adopt your international (ISO) standard
- Learn the process when CEN wants you to write a standard
- Learn how to deal with delays to projects
- Understand what to do if you need to call a meeting
- Understand what to do if there is an appeal
- Learn the process of what to do if there are technical amendments
- Understand how and when to submit a draft

**Course  
duration and  
format**

One day.  
Presentation,  
case studies  
and discussion.

### Advice for UK-appointed convenors

If you are appointed as convenor of an international and European working group or project team, guidance is available from BSI's Convenor Advisory Service. Representatives from our International Secretariats team can offer procedural advice about the ISO, IEC, CEN and CENELEC committee/WG environments.

- Guidance on drafting, editing, and the preparation of drawings
- Help using templates
- Demonstrations of online communication/document-sharing tools (Livelihood systems)

Email us at [UK.Convenorsupport@bsigroup.com](mailto:UK.Convenorsupport@bsigroup.com) for more information.

### Convenor Toolkits

Email us for a FREE information pack about ISO, IEC, CEN or CENELEC, containing advice and guidance for UK convenors.

NEW

## Cultural Awareness and Inclusivity

### Course duration and format

One day.  
Interactive,  
discussion and  
practise exercises.



**Donna Marsh**

Donna has worked on five continents throughout her long corporate career in the fields of banking and information technology, with a focus on the Indian subcontinent and throughout the Middle East, including Saudi Arabia as a businesswoman in her own right. (She is the author of several business books focusing on the Middle East, including *Doing Business in the Middle East* and *Working and Living in Saudi Arabia*.) Following a move into cross-cultural consultancy, training and coaching, Donna has worked with scores of senior global executives and managers in the finance, insurance, law, technology, manufacturing and defence sectors, amongst others. In addition to her geographical expertise, she works with multinational and multicultural team challenges, ranging from managing remote teams to raising awareness about unconscious bias, diversity and inclusion.

Technical Committees draw on the skills and experience of a cross-section of stakeholders from a wide variety of nominating organizations, so working effectively with a diverse group of participants is an essential skill in standardization. And if you are selected to represent the UK view on a European or international committee, you will be travelling to other countries and meeting representatives from National Standards Bodies from across the world so you'll benefit from having an appreciation of different cultural, national and linguistic backgrounds. Of course, these skills are useful for business generally, not just for contributing to the development of standards. The broad aim of this interactive, one-day training course is to enhance your practical skills for influencing and communicating in an inclusive manner, enabling you to build rapport and consensus in both national and global contexts.

- Exploring of the nature and degree of diversity in the work of standards development with BSI
- The concept of inclusivity and how being inclusive can maximize personal effectiveness and deliver better outcomes
- Understanding how your own communication style and approach can be perceived by contacts and partners from different demographic groups to your own
- The effect of cultural differences on attitudes towards hierarchy and status, styles of giving and receiving feedback, and expectations around courtesy and customer service
- Best practice for effective cross-cultural communication
  - effective email and telephone communication, and building virtual relationships
  - using 'off-shore' or international English and adapting your written and spoken communication styles for non-native speakers
  - being persuasive and influential with global colleagues

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# How Standards are Written

**NEW**

In this course, we look at the process of drafting a standard. This one-day overview is designed to help those who are responsible for shaping the content of standards of national origin and for those taking part in European or international Working Groups. Join us if you're interested in the answers to such questions as:

**Course  
duration and  
format**

One day.  
Interactive  
discussion and  
practical  
application.

- what's the difference between normative and informative?
- do the clauses in standards always appear in the same order?
- since when has the word 'standardization' been spelled with a 'z'?
- why is a decimal point used in figures for some standards published by BSI, but a comma in others?
- should you use the word 'must' in a standard, or must you use 'should'?

## Course objectives

- Identify the structure and components of a standard
- Recognize different types of standard, and the principles applying to each
- Learn the principles of codifying and presenting information in a structured manner
- Become familiar with the language and writing styles, presentational techniques and referencing rules
- Understand how to review and edit drafts



**Did you  
know...?**

## CPD certificates

Did you know that we can issue certificates detailing your active participation in our standards programme which you can submit to your employer or professional body as evidence of Continuing Professional Development (CPD)?

Simply email us at [standards.training@bsigroup.com](mailto:standards.training@bsigroup.com) with the following details:

- Your name
- The name and reference number of your committee
- The period you wish to certify
- The name of the secretary of your committee

We'll issue you an electronic certificate which you validate by completing the checklist on the back to show how committee participation contributed to your ongoing CPD, in accordance with the relevant professional body's requirements.



## Influencing, Persuading Skills

### Course duration and format

One day.  
An interactive course  
with opportunities to  
practise techniques.



**Liz Brown**

Liz is a highly experienced and talented training professional specializing in the fields of communication, interpersonal and behavioural skills. She has a wealth of experience through her work in many companies and the public sector, and is committed to providing comfortable, yet challenging, learning opportunities for business and individual.

An excellent communicator, Liz is able to inspire and engage participants in lively and interactive ways. Over the last thirty years her passion for helping people to develop has enabled many individuals to achieve their potential in either professional, business or personal contexts.

Liz also hosts **Networking and Personal Impact** (See page 13)

The learning available in our committee member training courses can always be used in your work outside BSI, but in particular being able to influence and persuade others is one of the most valuable and transferable skills to have. This course takes you on a journey of self-awareness, using many different styles of learning to ensure that you leave with a sense of confidence, well founded on enhanced capabilities. In order to influence the thinking and behaviour of others, and persuade them to your way of thinking, you need to communicate confidently, build a relationship and remain assertive even when pressurized. This course is designed to enable you to be more confident, influential and persuasive at work through recognizing the link between your communication skills and the impact they can have on others.

- Communicate in a more persuasive manner with colleagues and individuals from outside your organization
- Develop more effective and creative working relationships
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success
- Communicate with increased confidence at meetings
- Become a more active listener and use enhanced persuasion skills to act as an opinion shaper
- Identify your own preferred influencing style and use it to encourage others to change

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## Taking the Chair in Standardization

The chair of a BSI committee holds a key position in BSI's work and this one-day course has been designed to assist all those who chair our committees to have the knowledge, skills and confidence to fulfill the responsibilities of the role with ease. You'll leave the course with a full understanding of the role and responsibilities of the chair of a BSI committee (and also of the secretary and of the committee members), and the confidence to handle the typical challenges that any chair may face.

### Course duration and format

One day.  
Trainer presentation,  
group discussion,  
team work and  
practice exercises.

- The key points from BS 0 – what you need to know as chair
- The skill set of a successful chair:
  1. How to establish focus, purpose and buy-in at your meeting
  2. How to involve and lead committee members towards consensus
  3. How to effectively deal with the challenges that might prevent consensus and a successful committee meeting



## Creative and Innovative Problem Solving

### Course duration and format

One day.  
Tips, advice and  
discussion.

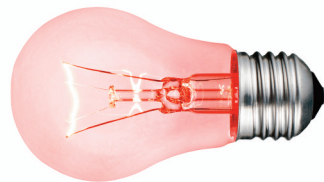


**Alastair Wallace**

Alastair is an established learning and development professional, specializing in the design and delivery of creative learning events that deliver results. With nearly twenty years' experience in leadership, organizational development and learning with organizations in many sectors, his unique and client-centred approach has earned many plaudits. His post-graduate studies at University of London explored the "holy grail" of successful transfer of learning within the workplace, and this research is brought to life in the structure of the events he creates.

This practical and 'hands on' session is designed to be a catalyst for innovation and creativity! Based on the latest thinking and best practice, it will encourage you to resolve problems by dispensing with the traditional theory and focusing on new ways to solve your problems.

- Use innovative and creative tools to assess and solve your workplace problems
- Understand how your thinking approach affects the way you solve challenges
- Make more effective use of your own and your colleagues' creative thinking skills
- Work on your own real life examples and share the challenges others face in different businesses
- Use a variety of interactive and new methods to generate high volumes of creative ideas
- Evaluate and risk assess new ideas to ensure workability
- Assess the impact on the business of your recommendations for change



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## Dealing with Difficult People

Difficult relationships and situations often arise when there is a disparity in communication style. This can lead to fractured relationships, negative feelings and give rise to toxicity. By understanding our own communication style and reactions to the communication style of others we can develop strategies to manage relationships and push through difficult situations to gain effective results. This highly practical session explores the key sources of conflict and what happens when other people press your buttons and cause problems. We'll send you away with a toolkit of different strategies, equipping you to neutralize the fallout from difficult personalities and challenging behaviour and ensure that difficult situations don't hold you back.

- Exploring the five sources of conflict – intention, incompetence, insensitivity, intrusion and inevitability
- Navigating difficult interactions: the role for Emotional Intelligence
- Driving greater self-awareness: what impact does my preference have on those around me
- Understanding responses to confrontation and conflict – the instinctive response and the considered response
- Acting with conviction without railroading
- Listening, questioning, empathizing, reframing – the key skills of the toxin handler
- Defusing aggression and building rapport, the role for verbal and non-verbal communication
- Avoiding fixed and antagonistic positions
- How to stay “on message”. The importance of building relationship credit

**Course duration and format**

One day.  
Presentation, practical exercises, toolkit.



**Sandra Bull**

Sandra has more than 25 years' experience as a professional communicator with a senior executive grounding gained at some household name retailers. She founded her career as a news journalist before switching to corporate communications, leading teams at Arcadia Group and Mothercare. She continues to evolve her experience in the communications arena, bringing valuable insights gained via consultancy projects into her sessions. Sandra focuses in the main on communications-led sessions, helping delegates to get their message across with clarity and impact while adapting their style to suit both audience and purpose.

There is benefit in attending any one of Sandra's courses as each stands on its own, but if you would like to take all three we'd recommend attending in the following order:

**You And Your EQ** (See page 14);  
**Getting Results Through Relationships** (See page 12); **Dealing With Difficult People**.

## Excellent Habits

Course  
duration and  
format

One day.  
Tips, advice and  
discussion.



**Martin Walton**

With a strong passion for learning Martin has been involved in people development for over 20 years and has successfully managed the design, delivery and evaluation of courses in many large private and public organizations. He works predominately in the UK but his experience has taken him overseas, working in Singapore, Rio de Janeiro and Istanbul in the past year.

Martin believes learning should be fun and therefore the courses he delivers are highly interactive and include activities and exercises to ensure the transfer of learning takes place and more importantly that the learning is practical and will be used in the workplace.

Martin holds a Diploma in Coaching Practice and also hosts **Taking the Chair in Standardization** (See page 8)

Do you sometimes wish there was an extra hour in the day? We used to as well, but then we realized we'd only want another hour on top of that. The only solution was to use the time we already had effectively. Keeping up with your BSI committee responsibilities together with all your other commitments might always be a challenge, but this course will help you plan your day to get the most out of every minute, avoiding time-wasters and organizing your resources effectively.

- Identify and eliminate obstacles to getting things done
- Adopt practical tips to get the most of your time
- Use speed-reading techniques to save time reading your committee documentation
- Take control of your email account
- Organize your hard copy and electronic files effectively
- Develop and maintain productive working practices



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## Getting Results Through Relationships

Success in all aspects of your professional life requires a diverse set of skills, some of which feel more natural and instinctive than others. We all work with different groups of people and few of us are lucky enough to have roles where we can use the same approach with everyone. You'll probably have customers and managers and perhaps even direct reports to manage. You'll also have a network of contacts with whom you'll need to maintain good relationships, including other volunteers who sit on the same Technical Committee as yourself. In this session, we'll explore how you can get the best out of all these relationships, through a combination of coaching, delegation and feedback and the all-important 'Psychological Contract', which influences every working partnership. We will also explore how to build momentum and motivation with others in a way that really drives performance for all. We'll give you a fireproof set of skills that will provide you with a thorough grounding in today's business environment – whichever role you are playing in it.

Course  
duration and  
format

One day.  
Presentation,  
practical  
exercises.



- Exploring your own style and the implications of such a style
- Adapting your style to the different work preferences of those around you
- Appreciating difference, avoiding the mini-me syndrome
- Investing in the building of the Psychological Contract
- Briefing out work to others: the art of effective delegation
- Coaching skills that support delegation
- Letting go, stepping back, giving others room to stretch
- Developing a feedback culture – learning to give feedback that motivates and builds performance
- Improving your feedback skills, developing your interpersonal and communication skills

## Networking and Personal Impact

### Course duration and format

One day.  
Practical tips and  
proven techniques.

How often do you feel that you need to demonstrate more personal impact and gravitas when working with others? Building and maintaining understanding, mutual trust and meaningful cooperation with a complex variety of people and situations now requires high levels of confidence, style flexibility and interpersonal awareness. This programme helps you to identify and cultivate relationships with colleagues, contacts and networks, both formal and informal. The key to achieving results is to develop the skills that enable you to promote and sustain your position whilst gaining the support and goodwill of others.

- Leverage your personal style and image by developing more impact when forming and building a vibrant working environment with others
- Have more presence, enabling you to be positive and an effective practitioner
- Become more open and sensitive to others' needs by adjusting your style to cues from others, thus enhancing closer rapport
- Build support of others for your purpose, goals and strategy
- Cultivate networks with people across a variety of functions and locations
- Strengthen your networks in order to achieve cooperation, collaboration and general agreement
- Become more influential and respected in your field



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## You and Your EQ

Emotional Intelligence – and your Emotional Quotient (EQ) – is now recognized as a key factor influencing our success, both in the workplace and beyond. It's all about paying attention to the impact we make on those around us. When we work in an emotionally intelligent way, we consider how our emotions and feelings are contributing to our behaviours and try to regulate those that are perceived as disruptive or inhibiting. We also recognize the need to truly engage with those around us – inspiring others to be their best selves. This course will explore how that is done, building your understanding of how to motivate yourself, manage relationship pressure points and inspire others such as your colleagues on your Technical Committee. You'll leave the day being able to demonstrate an understanding of the key competencies of this subject and, with improved self-awareness, better understand your personal behavioural footprint. You'll understand how a higher EQ can contribute to successful collaborative working, and how to use what you've learned in challenging aspects of your committee work.

- Understanding the key competencies of Emotional Intelligence, bringing the concept to life
- Recognizing strong EQ behaviours around you – those who've got it, those who haven't
- Exploring the link between your Emotional Intelligence and your ability to navigate real-life situations
- Measuring your own EQ – how could you improve it?
- Developing a commitment to self-awareness, especially around blind spots
- Identifying your disruptive and unhelpful behaviours
- Transforming unhelpful to helpful – becoming your best self
- Employing your EQ to support those you collaborate with, especially other committee members
- Creating an action plan of issues and challenges you'd like to change

Course  
duration and  
format

One day.  
Presentation,  
practical exercises.







...making excellence a habit.™

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